MEDALLIA PRESENTATION

VETERANS
TOWN HALL MEETING
JULY 24, 2018

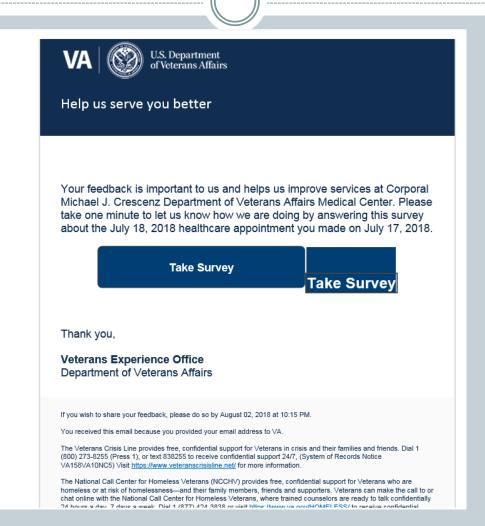
OVERVIEW OF MEDALLIA

• MEDALLIA is a customer experience management tool that VA acquired to collect and analyze real-time feedback Veterans submit after receiving outpatient and other VA services. MEDALLIA Outpatient Surveys are emailed twice weekly and are open to respondents for two weeks. Once a Veteran submits their feedback responses, that feedback is available in MEDALLIA immediately.

SURVEYS

- Surveys are sent twice a week to Veterans via email after they have one of the following Outpatient interactions:
- 1) Scheduling an appointment
- 2) Visiting a provider
- 3) Receiving a prescription by mail
- 4) Receiving a prescription at the pharmacy
- 5) Completing lab or imaging work
- Scale 1 = Strongly Agree 5 = Strongly Disagree

Subject Line: VA Scheduling Survey- 1 minute



FEEDBACK

- MEDALLIA surveys also provide Veterans with the option of leaving a comment:
- Thorough eye exam by Resident and supervising doctor Chubb. Once serious impairment was realized, we were introduced to G.W. Stilwell, (VIST Supervisor). He got to know my father and his condition then explained available programs & devices that could assist with improving quality of life. Together they established a plan. I saw hope & confidence return to my Dad. Thank you!

FEEDBACK

• Veteran commented: My provider was highly professional, courteous, and personable. She thoroughly answered all of my questions and clearly explained the results of my examination.

CONCLUSION

THANK YOU